



HOTEL AND RESORT
TANZANIA

FACT SHEET

FACT SHEET

FACILITIES	DETAILS
Location	Situated on Jangwani Beach, 25km North of Dar es Salaam, on 1km of private beach
Standard Superior Rooms	118
Self Contained Apartments	95 Double & 23 Twin (all en-suite) 28 Studio Apartments, One Bedroom Apartments, Two Bedroom Apartments
Airport	Julius Nyerere International Airport Dar es Salaam 45 minutes drive to the Resort
Airport Transfers	Yes Arrangement prior to arrival for a pick up and drop off at airport Charges apply
Air Conditioning	Yes
Activities	Table tennis, Beach volley ball, Beach soccer
Baths	No
Bar	Yes Mchanga Beach Bar Pool Bar
Business Centre	Yes Internet, e-mail, faxing, secretarial services Charges apply
Baby Cot	Yes Per prior arrangement
Baby Sitter	Yes Please request 24 hours in advance
Check-in	14h00
Check-out	11h00
Children Policy	Yes Max 2 children (age 0-10) sharing with 2 adults
Cancellation Policy	Yes
Coffee / Tea Making Facilities	Yes
Conference & Banqueting	Yes 16 World Class Conference Rooms Seating from 4 to 300 delegates
Currency of Payment	USD, T Shillings, UK Sterling & Euros Exchange rates apply – Note: The banks in Tanzania only accept USD notes from the year 2000 onwards
Curios Shop (small)	Yes Outsourced
Diving / Water Sports / Fishing	Yes Outsourced – PADI Diving Centre
Day Visitors	Yes Daily entrance fees apply Sundays & Public Holidays - from 14:00 No private food and beverages allowed Only approved manufacture swimwear allowed Swimming in private clothes not allowed Management reserves the right to close the gate once Resort is full
Fire Alarm System	Yes
Gymnasium	Yes Free access for Hotel Residents
Guest Amenities	Yes
Internet Connection in Room	Yes Daily rate charges apply

FACILITIES	DETAILS
Internet Connection in Room	Yes Daily rate charges apply
Laundry	Yes
Method of Payment	Cash & Major credit cards
Medical Assistance	Yes A primary care nurse available Hours: 08h00 to 23h00
Mini Bar Fridges	Yes Only stocked on request
Mosquito Nets	Yes All Rooms
Outdoor Swimming Pool	Yes Hours: 08h00 to 18h00
Personal Safety	If you are not familiar with the environment we recommend for you personal safety that you Do Not venture beyond our hotel boundaries as this may not be safe.
Pool Towels	Yes Available at Reception
Room Service	Yes 24 Hours
Restaurant	Yes Mchanga Beach Restaurant (Seats 180) Breakfast, Lunch & Dinner. Ruaha Restaurant for private functions (Seats 100)
Safes in Room	Yes Electronic safes
Sea / Garden View	Yes
Self Catering Available	Yes Only available in the Apartments Prior arrangement to stock with utensils Refundable deposit required
3 rd Person Sharing	Yes Prior arrangement required Mattresses only & charges apply
Showers	Yes All Rooms
Smoke Detectors	Yes All Rooms
Spa & Wellness Centre	Yes Hours 10h00 closes at 21h00
Security	Yes
Standby Generators	Yes
Television in Rooms	Yes
Telephone	Yes Open for Room to Room only Reception will assist with local and international calls
Voltage	220/240 Volts at 50 Hertz
Water Park	Yes Free access for Hotel Residents
Wheelchair	Yes

CONFERENCE & BANQUETING SEATING CAPACITY

VENUE NAME	SIZE OF VENUE SQUARE METER	U-SHAPE	CINEMA	CLASS ROOM	BOARDROOM	BANQUET
KOBE 1	95	30	70	50	-	-
KOBE 2	95	30	70	50	-	-
KOBE 1 & 2	198	80	150	100	-	100
KOBE 3	69	20	50	25	-	-
TASI 1	95	30	70	50	-	-
TASI 2	95	30	70	50	-	-
TASI 1 & 2	198	70	150	100	-	100
TASI 3	45	20	25	40	-	-
TASI 4	-	-	-	-	10	-
PAPA 1	90	40	80	60	-	-
PAPA 2	68	20	60	30	-	-
PAPA 3	68	20	60	30	-	-
PAPA A	10	-	-	-	6	-
PAPA B	10	-	-	-	6	-
PAPA C	21	-	-	-	10	-
GILMANS	324	180	300	250	-	250
CINEMA	-	-	60	-	-	-
BOARDROOM	25	-	-	-	-	15

TERMS & CONDITIONS

RESERVATION POLICY

No reservation will be considered confirmed until:

1. A deposit has been prepaid into our Bank Account with an e-mail or faxed proof of payment to the hotel.
2. Credit Card authorisation letter and copy of credit card have been provided.
3. A confirmation has been received from your Travel Agent with a copy of the voucher, inclusive of the voucher Reference number.
4. Approved Corporate clients must provide an LPO and / or a written purchase order on Company stationery.
5. The hotel has confirmed the reservation in writing.

CANCELLATION POLICY

Cancellations received 6 weeks prior to arrival, will not be subjected to any cancellation fees.

1. A cancellation occurring 4 weeks (28 days) prior to arrival date will result in 25% of the deposit being forfeited.
2. A cancellation occurring 2 weeks (14 days) prior to arrival date will result in 50% of the deposit being forfeited.
3. A cancellation occurring 1 week (7 days or less) prior to arrival will result in 100% of the deposit being forfeited.
4. Deposits are refundable 14 days after the original arrival date and will be subject to the cancellation policy and any bank charges incurred.

NO-SHOW POLICY

1. No-Show will be charged at the rate quoted.
2. Conference No-Shows will be charged as per Performa invoice.

ROOM & CHILDREN POLICY

- Standard Superior Rooms: Max. 2 adults & 2 children
- Studio & Senator Suites: Max. 2 adults & 2 children
- Presidential Suite: Max. 4 adults & 2 children
- Children age 10 and younger stay for free if they share with 2 paying adults.
- Food charges: No charge under 2 years, 2-10 years 50% discount on quoted menu prices.
- 3rd Person rates apply, when sharing with 2 other adults.

PLEASE NOTE:

- All reservations are made on an 18h00 release.
- Check-in time is at 14h00 and Check-out time is at 11h00.
- There are additional charges for Apartments with a sea view.
- The Airport collection service may have a 30 minute delay to ensure that all guests are onboard the shuttle.
- A refundable cash deposit or credit card guarantee of 30 USD per day per person is required, to cover any additional costs that may arise during your stay i.e. room service, Business Centre services, laundry etc.

CONFERENCE AND BANQUETING:

- Terms and Conditions and Cancellation Clauses will apply as per signed contract.